

MEDICAL CUSTOMER OPERATIONS (DSCP-QS)

MISSION:

The Director, Medical Customer Operations, reports directly to the Commander, Defense Supply Center Philadelphia. Acting as a principal advisor and assistant to the Commander, the Director serves as a prime point of entry for all assigned/mapped customer issues related to logistics support and service across all DLA supply chains, responsible for development, implementation, and oversight of Medical Customer Relationship Management (CRM) in accordance with strategic CRM policy, guidance, and implementation as provided by J-4, HQ DLA, and management of the Customer Cells, support teams and item planning teams assigned. Directs accomplishment of worldwide mission responsibilities through integrated logistics support of weapons systems, troops, equipment, facilities, and their components owned, operated, and maintained by /for the Department of Defense, the Military Services, other federal agencies and other authorized activities.

FUNCTIONS:

1. Provides a unified face for assigned customers and medical support for mapped customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams at the Defense Supply Center Columbus, the Defense Supply Center Richmond, and DSCP, and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned major programs.
9. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
10. Participates in Military Service Conferences, Critical Item/Program Reviews, Demand Collaboration and Demand Consensus meetings, etc.
11. Provides consistent and integrated support.
12. Ensures effective and efficient management of the overall customer relationships maintained within assigned Cells.

13. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells and support teams
14. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
15. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquiries related to logistics support.
16. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
17. Meets with customers on a regular basis to understand anticipated requirements.
18. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
19. Helps define new markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
20. Insures business, marketing, and customer support plans are developed and implemented.
21. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
22. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
23. Ensures those forecast or demand plans are published for the collaborative partner, as applicable.
24. Resolves demand issues with collaborative customer.
25. Coordinates with process management to determine influences on and improve customer support.
26. Oversees receipt processing and maintenance of customer orders.
27. Establishes, maintains, and closes customer profiles.
28. Receives and resolves customer complaints.
29. Maintains regular liaison with appropriate Service Teams, Customer Support Office, J-4.
30. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the customer program level, division level, cell level, or appropriate indenture level.

DEFENSE MEDICAL LOGISTICS STANDARD SYSTEMS OFFICE (DMLSS)
(DSCP-QSH)

1. Identifies likely EC trading partners within the current vendor medical community. Determines which medical items currently being supplied by the trading partners are applicable to the use of EC.
2. Determines, within the directorate, what areas of the operation can become more efficient through the application of EC practices.

3. Surveys continuously the private sector for the most cost effective and efficient methods of operation involving EC, in order to improve business efficiency within the directorate.
4. Adapts commercial business practices for use within the directorate.
5. Serves as the focal point for all EC activities within the directorate.
6. Surveys other government entities; such as, the VA and GSA, for innovative business practices which may be applicable for use by the directorate. Also develops intra-agency working groups.
7. Serves as the directorate representative on the DSCP EDI Steering Group.
8. Develops and maintains a standard procedure for Procurement (DSCP-P) to follow when negotiating contracts using EC for medical items.
9. Surveys industry and begins preliminary negotiations on EC contracts related to medical items.
10. Serves as principle advisor to Procurement (DSCP-P) on EC negotiations related to medical items.
11. Serves as the point of contact for Operations (DSCP-O) on EC matters related to medical items.
12. Serves as principle advisor to the directorate to insure that EC is considered in all endeavors concerning the preparation and implementation of new systems and/or processes.
13. Attends commercial and inter/intra agency meetings for the purpose of insuring that all DOD Medical Health Care Systems are considered during the development of standards of operation regarding EC. Becomes active participants on any committees formed as a result of the aforementioned meetings.
14. Surveys and/or visits the customer to determine the success of the use of EC to date and to review procedures to determine what, if any, changes can be made which will lead to further improvement in customer support, not only for the present environment, but for the future as envisioned.
15. Monitors, controls, and develops the multi-year DLMSS Program.
16. Acts as the single focal point for planning, implementing, and reporting for all reengineering efforts within the directorate.

EXECUTIVE AGENT (EA) PROGRAM OFFICE (DSCP-QSE)

MISSION:

The Chief, Executive Program Office, reports to the Director, Medical Customer Operations, and is responsible for executing the provisions of the Department of Defense Directive, Number 5101.9, August 23, 2004.

FUNCTIONS:

1. Acts as the single point of contact to establish strategic and operational relationships, capabilities, and the system integration necessary for effective and efficient CLASS

VIII supply chain support for the Department of Defense within the DOD enterprise architecture.

2. Plans for the provision and distribution of sustainment materiel.
3. Establishes a single computation and management process to estimate sustainment requirements.
4. Programs for and provides necessary resources to support CLASS VIII surge and sustainment requirements.
5. Monitors, assesses, and reports supply chain readiness metrics.

OPERATIONAL CUSTOMER FACING DIVISION (DSCP-QSA)

FIELD AGENCY/OPERATIONAL CELL (DSCP-QSAA)

OPERATING FORCES SUPPORT BRANCH (DSCP-QSAB)

MISSION:

The Chief, Operational Customer Facing Division, reports to the Director, Medical Customer Operations, and is responsible for management of customer service and support for customers assigned to cells within the division. Support provided may cover, but is not limited to order fulfillment and demand planning activities, CRM, and troop customer program support.

FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Responsible for overall health of assigned troop support programs. .
9. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned troop major programs.
10. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of

current customer support patterns to achieve Fill Rate and Customer Wait Time targets.

11. Participates in Military Service Conferences, Critical Item/Program Reviews, Demand Collaboration and Demand Consensus meetings, etc.
12. Provides consistent and integrated support.
13. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
14. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
15. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
16. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.
17. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
18. Meets with customers on a regular basis to understand anticipated requirements.
19. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
20. Helps define new customer markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
21. Insures business, marketing, and customer support plans are developed and implemented.
22. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
23. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
24. Ensures those forecast or demand plans are published for the collaborative partner, as appropriate.
25. Resolves demand issues with collaborative customer, as appropriate.
26. Coordinates with process management to determine influences on and improve customer support.
27. Oversees receipt processing and maintenance of customer orders.
28. Establishes, maintains, and closes customer profiles.
29. Receives and resolves customer complaints.
30. Maintains regular liaison with appropriate Service Teams, Customer Support Office, J-4.
31. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the troop program support level, division level, cell level, or appropriate indenture level.

INSTITUTIONAL CUSTOMER FACING DIVISION (DSCP-QSB)
NORTH INSTITUTIONAL REGION CELL (DSCP-QSBA)

SOUTH INSTITUTIONAL REGION CELL (DSCP-QSBB)
WEST INSTITUTIONAL REGION CELL (DSCP-QSBC)

MISSION:

The Chief, Institutional Customer Facing Division, reports to the Director, Medical Customer Operations, and is responsible for management of customer service and support for customers assigned to cells and the support team within the division and to improve readiness of medical items while working in conjunction with the SMSG Readiness Division.

FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs both peacetime and readiness across all DLA supply chains are met for assigned customers, coordinating as necessary with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Participates with readiness customers in identifying critical go to war items.
7. Provides emergency support to customers.
8. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
9. Responsible for overall health of assigned troop support programs. .
10. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned troop major programs.
11. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
12. Participates in Military Service Conferences, Critical Item/Program Reviews, Demand Collaboration and Demand Consensus meetings, readiness planning meetings, etc.
13. Provides consistent and integrated support.
14. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
15. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.

16. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
17. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquiries related to logistics support.
18. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
19. Meets with customers on a regular basis to understand anticipated requirements.
20. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
21. Helps define new customer markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
22. Insures business, marketing, and customer support plans are developed and implemented.
23. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
24. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
25. Ensures those forecast or demand plans are published for the collaborative partner, as appropriate.
26. Resolves demand issues with collaborative customer, as appropriate.
27. Coordinates with process management to determine influences on and improve customer support.
28. Oversees receipt processing and maintenance of customer orders.
29. Establishes, maintains, and closes customer profiles.
30. Receives and resolves customer complaints.
31. Maintains regular liaison with appropriate Service Teams, Customer Support Office, J-4.
32. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the troop program support level, division level, cell level, or appropriate indenture level.
33. Acts as the operating and troubleshooting arm of the Commander for critical supply matters which impact worldwide materiel readiness of the Armed Forces.
34. Represents the Commander in resolving critical supply problems related to high priority requisitions (IPG I).
35. Takes intensive management actions to satisfy critical supply problems by directing that new or additional procurements be made for IPG Is, tracking requisitions to confirm shipment, directing that inventories be taken, directing the recoupment of materiel from property disposal, authorizing premium pay for production or transportation, initiating action to find substitute items or alternate sources, and initiating lateral support.
36. Manages, controls, and assists in the processing of high priority JCS and approved special projects, command interest items, and IPG I backorders (with special emphasis on not operationally ready for supply requirements).

37. Processes IPG I requisitions, requests for stock availability, and responds to requests for status on IPG I requisitions received on-line, by telephone, or written means. Responds to supply assistance requests on previously submitted PD 01 requisitions. Also, processes IPG I rejections, violations, and upgrades. Performs all data entry. Receives, codes and processes, and corrects computer rejects for requisitions, passing orders, and other MILSTRIP documents for stocked items with standard NSNs and non-stocked or non-NSN items received by media other than transceiver for IP

COLLECTIVE MEDICAL CUSTOMER CELL (DSCP-QSLA)

COLLECTIVE CUSTOMERS & FOREIGN MILITARY SALES (FMS) SUPPORT
BRANCH (DSCP-QSLB)

INSTALLATION SUPPORT BRANCH (DSCP-QSLC)

COLLECTIVE CUSTOMER FACING DIVISION (DSCP-QSL)

MISSION:

The Chief, Collective Customer Facing Division, reports to the Director, Medical Customer Operations, and is responsible for management of customer service and support for customers assigned to cells and support teams within the division. Support provided may cover, but is not limited to order fulfillment and demand planning activities, CRM, and troop customer program support.

FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Responsible for overall health of assigned troop support programs. .
9. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned troop major programs.
10. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.

11. Participates in Military Service Conferences, Critical Item/Program Reviews, Demand Collaboration and Demand Consensus meetings, etc.
12. Provides consistent and integrated support.
13. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
14. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
15. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
16. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.
17. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
18. Meets with customers on a regular basis to understand anticipated requirements.
19. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
20. Helps define new customer markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
21. Insures business, marketing, and customer support plans are developed and implemented.
22. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
23. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
24. Ensures those forecast or demand plans are published for the collaborative partner, as appropriate.
25. Resolves demand issues with collaborative customer, as appropriate.
26. Coordinates with process management to determine influences on and improve customer support.
27. Oversees receipt processing and maintenance of customer orders.
28. Establishes, maintains, and closes customer profiles.
29. Receives and resolves customer complaints.
30. Maintains regular liaison with appropriate Service Teams, Customer Support Office, J-4.
31. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the troop program support level, division level, cell level, or appropriate indenture level.

ITEM PLANNING DIVISION (DSCP-QSI) PHARMACEUTICAL IPT (DSCP-QSIA)
MEDICAL/SURGICAL & EQUIPMENT IPT (DSCP-QSIB)

MISSION:

The Chief, Item Planning Division, reports to the Director, Medical Customer Operations, and is responsible for item-level planning (aggregated demand forecasting units, or DFUs) and other designated planning for all assigned Medical Item Planning Teams (IPTs).

FUNCTIONS:

1. Creates historical-based demand plans.
2. Analyzes and adjust historical demand used for statistical forecasting.
3. Conducts and participates in demand/supply alignment meetings.
4. Executes systems activities related to demand planning.
5. Considers process influences (order fulfillment and procurement) on the demand plan.
6. Maintains liaison with applicable customer cells across the enterprise as requested to ensure item-level planning status for customers is communicated as needed to support customer inquiries and weapons systems.